

Remote services and support - driving time and cost savings



Benefits at a glance:

- On-Demand training for new users
- Reliable Back-Up management
- Improved system utilisation
- Flexible and convenient scheduling
- All the latest product updates
- Reduced time/ cost commitments

THE SERVICES TEAM AT IDHAMMAR SYSTEMS UNDERSTANDS that taking time out of the busy schedule for training, getting operational advice and ad hoc technical support can require a juggling act. To overcome this, we've devised a new range of remote service offerings that cut the time and cost commitments required to get the most out of your system. As ever, we're flexible, and all you need is standard internet access - we will provide connectivity by use of remote working applications such as GoToMeeting or LogMeIn. These products allow you and us to see, and in some cases take control of, each others systems.

With a competitive cost rate and tailored approach, you can be confident you're getting value for money services at our usual high standard of delivery but scheduled at a time to suit your operational needs.

SYSTEM MANAGEMENT

Idhammar aims to partner customers over the long-haul and so our dedicated Customer Services Group provides customer centric support to keep our systems operating effectively within your organisation. However, some customers benefit from our technical experts undertaking some additional system management activities on their behalf, including:

- System configuration
- User registration and Security management
- Printer configuration
- Back up management
- Generation, review and distribution of key reports

REFRESHER TRAINING

When new users are introduced to an Idhammar system after the implementation project has been completed, trained users will be able to pass on much of what they've learnt to them. However, from time to time it helps to have 'refresher' training from Systems experts. By logging on for remote training for 1-2 hours, both new and existing users are provided with answers to all their questions enabling them to use the system to better effect. Online sessions are tailored to meet exact training requirements (see list of typical Refresher Training topics).

Keeping you updated...

Refresher MMS Training Topics:

- New User and Authority Level set up
- Inspection Round/ PM Scheduling
- Asset Structure set up
- Stock Checks and Transactions
- Adding New Suppliers
- Recording W/O details
- Generating and configuring reports

Refresher OEE Training Topics:

- New User and Authority Level set up
- Adding Assets and Products
- Mappings
- Generating Reports
- Interpreting and Using Reports
- Setting up Shift Patterns

PRODUCT DEMONSTRATIONS

Idhammar's systems are constantly being developed to keep them at the forefront of innovation so from time to time you might like to see a demonstration of new modules or the additional functionality you will experience when you upgrade. Up until now we've kept customers up to date with product specs and demo disks. From now on, using the same technology as the remote training services, you can check out these new offerings whenever it's most convenient for you, and without the time and resource implications of meeting face to face. Demonstrating this way means that we can answer your questions there and then, in as much detail as you need - but of course we're always happy to visit you onsite if we can be of assistance.

HOW IT WORKS...

Your Idhammar consultant will either take control of your system or provide access to the standard Idhammar training environment. All system activity will then be visible on your PC screen with instructions being provided over the telephone.

BOOKING

Scheduling bolt-on remote services is completely hassle-free – simply contact the Idhammar Help Desk, your account manager or your implementation consultant to arrange an appointment. Or for further information:

Call: **+44 (0) 117 9209400**

Email: info@idhammarsystems.com

Visit: www.idhammarsystems.com

